

## ABSTRACT OF THE DISCLOSURES

A remote maintenance system 100 in which a center server 120 that is located in a service center for performing maintenance of an electrical appliance 102 and a home server 101 that is located in each house and monitors a status of the electrical appliance 102 in the house are connected via a communication network 140, wherein (A) the home server 101 includes an electrical appliance management unit 108 that acquires a status value of the electrical appliance 102, a communication unit 105 that receives from the center server 120 a failure model which is information defining a method of deriving a decision whether the electrical appliance 102 is failed or not from the status value, and a failure deciding unit 106 that decides whether the electrical appliance is failed or not based on the acquired status value and the received failure model using qualitative reasoning, and (B) the center server 120 includes a failure model updating unit 127 that updates a failure model and send the updated failure model to the home server 101 via a communication unit 125.